

Additional Troubleshooting:

- Ensure you have downloaded the new adobe reader 9.1 (link to this program is on the Indiana State Police Web-site prior to link to the Trooper On-Line Application.
- Ensure you have set the Indiana State Police home page (web-site) as a trusted site through your internet browser. For detailed information on setting the Indiana State Police website as a trusted site refer to the following link:
<http://windowshelp.microsoft.com/Windows/en-US/Help/fd277a6b-3722-445b-b32e-1f8e925c385a1033.mspx#EU>
- Confirm properties of your recently set-up email account on your desktop email program, specifically the incoming and outgoing server properties.


Windows Vista – Set-up for your Desktop Email Program:

If you have Windows Vista, you will have to properly set up your desktop email program (i.e. Windows Mail, Windows Live Mail, Microsoft Outlook or Outlook Express) in order to submit the application. If your desktop e-mail program is already set-up for your e-mail account(s), you may proceed to the Trooper On-Line Application, otherwise please continue reviewing this document to assist you in setting up your desktop e-mail program.

Generally, internet email service providers such as Yahoo and Hotmail require that you subscribe to their premium service to set up their e-mail accounts on your desktop email program. Therefore, it is suggested that you acquire a free Google e-mail account (G-Mail). You can obtain a free G-mail account via the following link:

<https://www.google.com/accounts/NewAccount?service=mail&continue=http%3A%2F%2Fmail.google.com%2Fmail%2Fe-11-efa30bab39d8f551c82e1526d7dca-dbb2f2a00dbd375844742563cc68628b099b58f8&type=2>

NOTE: Once created, you will need to use your G-Mail account to set-up your desktop email program and to send the data to the Indiana State Police; however, when completing the application you can enter any valid e-mail address within the requested fields for e-mail. The e-mail you choose to enter when completing the application will be used for all correspondence from the Indiana State Police during the selection process.

- Make sure to write down and remember your G-Mail (Google Mail) username and password you have just created. You will have to refer to this information to set-up your desktop email program.
- Once you have created your G-mail (Google mail) account, you need to locate and open your desktop email program...
- Open Windows Mail/Microsoft Outlook by clicking the Start button , clicking All Programs, and then clicking the e-mail program (Windows Mail, Microsoft Outlook, ect.)
- **Set-Up Gmail on Windows Mail:**
Refer to the following link for assistance with setting up your G-mail on windows mail:
<http://www.vista4beginners.com/Windows-Mail-Gmail>
- **Set-Up Gmail on Microsoft Outlook:**
Refer to the following link for assistance with setting up your G-mail on Microsoft Outlook:

<http://www.emailaddressmanager.com/tips/outlook-gmail.html>

- Confirm the desktop email program is set as your default e-mail client, please refer to the following link if you need assistance:

<http://windowshelp.microsoft.com/Windows/en-US/help/b74eea3f-8769-428d-ab19-7a92db1637041033.mspx>

If you wish to set-up a different account (other than the G-mail account described above), your e-mail service provider should provide you with the information you need to sign in to your e-mail account. If you don't have this information available, contact your e-mail provider. Your e-mail provider is typically your Internet Service Provider (ISP), but might also be your employer, school, or an independent provider that offers POP3 or IMAP e-mail accounts.

To set up your e-mail account, you will need to provide the following information:

- **Display name.** This is the name you want to appear at the top of your e-mail messages. This is not provided by your e-mail provider, and can be any name you choose, such as John Smith. You can choose to leave this entry blank.
- **E-mail address.** This is the e-mail address you chose or were given when you signed up for your e-mail account, such as someone@example.com.
- **E-mail server names.** Mail is stored on your e-mail provider's Server until you download it. You'll need to know whether your e-mail provider stores mail on a POP3 or IMAP server. For more information on e-mail server types, see [POP3, SMTP, and other e-mail server types](#).
You'll need the names of both your incoming e-mail server (such as pop.example.com) and outgoing e-mail server (such as smtp.example.com). It's also helpful to know if your server requires a user name and password when sending mail in addition to when receiving it. If so, select the Outgoing server requires authentication check box when setting up your account.
- **E-mail username.** This is the name you use to sign in to the e-mail server. For many e-mail services, this will be your entire e-mail address (such as someone@example.com), but some e-mail services might use only the portion before the at sign (@), while others might assign a different ID for sign-in purposes.
- **Password.** This is the password you chose or were given when you created your e-mail account.

Application Submission:

Once you have successfully configured your desktop email program, return to the Trooper On-Line Application, complete the application and select the "Submit By Email" button at the bottom of last page.

Once selected, the application should prompt you to select e-mail client.

- Select "Desktop E-mail Application" and hit "OK"

- Select "Send Data File"
- This will auto-populate a new email message to isprecruting@isp.in.gov
- The Subject line of the e-mail must be titled: Trooper Application Form
- The e-mail must have an attachment: (i.e.) Trooper_Application.xml (# KB)
- Once you have verified the email is properly completed, Send the email.

You should have now successfully sent your application to the Indiana State Police. Once the Human Resources Division has uploaded your application data, you will be sent a confirmation e-mail verifying that your application was successfully received.

When submitted properly, there must be an attachment to the e-mail with a (.xml) extension, not a (.pdf) extension. The attachment should look like (Trooper_Application.xml (# KB)).

If there is no attachment to the e-mail we will not receive the data needed to properly upload your application data.

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If you have any questions or you are still experiencing difficulties after following the steps above, contact Senior Trooper Christopher McDaniel at 317-232-8349.